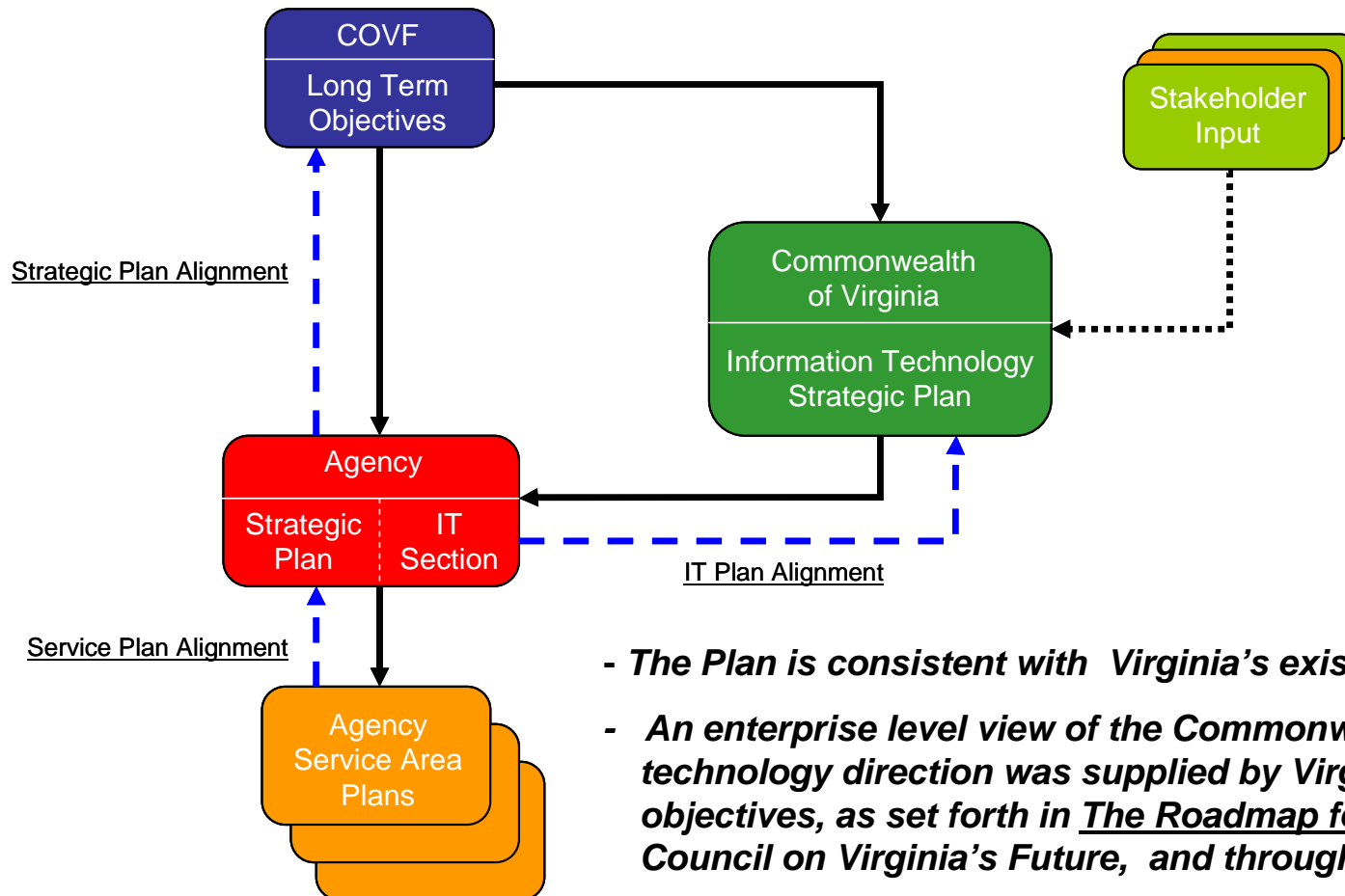# The Commonwealth Strategic Plan for Information Technology

April 6, 2006

The Commonwealth Strategic Plan for Information Technology

The Plan within the Framework of Virginia's Planning Process
Direction & Alignment

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COVF
Long Term
Objectives

Stakeholder
Input

Commonwealth
of Virginia
Information Technology
Strategic Plan

Agency
Strategic Plan | IT Section

Agency Service Area Plans
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Strategic Plan Alignment

IT Plan Alignment

Service Plan Alignment

- *The Plan is consistent with Virginia's existing planning structure*

- *An enterprise level view of the Commonwealth's business and technology direction was supplied by Virginia's long term objectives, as set forth in* <u>*The Roadmap for Virginia's Future*</u> *by the Council on Virginia's Future, and through stakeholder input*

The Commonwealth Strategic Plan for Information Technology

Plan Goals Alignment with Virginia's Long Term Objectives

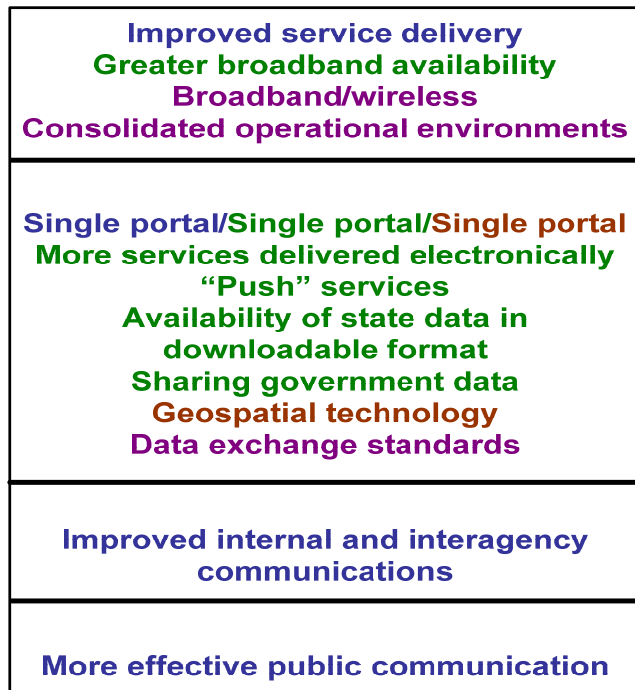| Virginia's Long Term Objectives / Commonwealth Strategic Plan for Information Technology Goals	1 Best-managed state	2 National leader in our economy	3 Engage and inform citizens	4 Elevate the levels of educational preparedness	5 Healthy lives and strong families	6 Protect and conserve our natural, historical and cultural resources	7 Protect the public's safety and security	8 Transportation system that enhances the economy and improves our quality of life
1 Increase accessibility to government	Contributing	Contributing	**Primary**	Contributing	Contributing	Contributing	Contributing	Contributing
2 Facilitate IT collaboration and partnerships		**Primary**	**Primary**		Contributing	Contributing		Contributing
3 Ensure a trusted and reliable technical environment		Contributing	Contributing		Contributing	Contributing	**Primary**	
4 Create a reputation of performance for technology	**Primary**							
5 Increase workforce productivity through the use of technology				**Primary**	Contributing			**Primary**

- Virginia government trends were aligned to the long term objectives throughout the planning process, ensuring the final plan supports Virginia's objectives

Stakeholder Results Supported

Goal 1: Increase accessibility to government

LTO 3. Engage and inform citizens to ensure we serve their interests

Stakeholder Results Supported

Objectives for Goal 1

Improved service delivery
Greater broadband availability
Broadband/wireless
Consolidated operational environments

Single portal/Single portal/Single portal
More services delivered electronically
"Push" services
Availability of state data in downloadable format
Sharing government data
Geospatial technology
Data exchange standards

Improved internal and interagency communications

More effective public communication

Objective 1.1 Increase electronic interaction with and to government

Objective 1.2 Increase information availability and usability

Objective 1.3 Foster regional partnership initiatives

Objective 1.4 Increase public awareness of services available

Blue: VA Government Business Trends
Green: Citizens & Businesses Expectations
Orange: VA Government IT Trends
Purple: Leading Edge Technology

- Enterprise level business and technology themes captured through stakeholder workshops and input are aligned to the supporting plan objectives

Plan Detail Example

Objective 1.1   Increase electronic interaction with and to government

Providing more eligible services electronically and to a greater number of citizens through compliance with accessibility standards will increase the use of electronic services and information and advance the goal of increased accessibility to government.

Measuring Success

Measure 1.1.1   Percentage of eligible services available online
Measure Type: *Output*
Measure Frequency: *Annual*
Data Source & Calculation: *VITA Customer Relationship Management/Council on Technology Services*
Baseline: *72%*
Target: *90% by 2008*

Measure 1.1.2   Percent of website accessibility compliance
Measure Type: *Output*
Measure Frequency: *Semi-annual*
Data Source & Calculation: *Agency based report through VITA*
Baseline: *Will be established with statistics collected in October, 2006 and reported in November, 2006*
Target: *Anticipated to be 100% compliance in 4 years*

Initiatives for Objective 1.1

Establish partnerships with broadband service providers and wireless providers to ensure universal access across the Commonwealth

Create pilot programs for on-line service delivery to serve as model deployments

Transform the Commonwealth's IT infrastructure to modernize, standardize and reduce long-term costs

Establish in Virginia an accessibility compliance center of excellence, for greater public usability and wider public inclusion

Types of Measures

Performance measures allow the monitoring of progress toward the goal and highlight any need for remedial action or a change of course. Wherever possible, existing data sources and/or easily obtained sources should be used.

- **Input Measure**

  Tracks the resources dedicated or consumed by the service area (e.g., appropriations, staff, capital, technology).

- **Output Measure**

  Tracks the direct products of agency activities; usually reported as the number of units of service provided (e.g. number of training sessions held, miles of road repaired).

- **Outcome Measure**

  Tracks changes/benefits experienced by intended beneficiaries.

  - *The Strategic Plan for Information Technology contains no input measures, 19 output measures, and 11 outcome measures*

  - *The plan must go through a maturation process; as it is implemented, and baselines and performance history evolve, measures and targets may change*

The Commonwealth Strategic Plan for Information Technology

ITIB Implementation Vehicles

Strategic Planning Goals, Related Objectives and Initiatives	New/Existing Effort	Entities Affected	ITIB Implementation Vehicles						
			Agency IT Planning	IT Investment Management	IT Project Management	Enterprise Architecture	IT Procurement	IT Services	IT Policy, Standards, Guidelines
Goal 1-Increase accessibility to government									
<u>Objective 1.1</u> Increase electronic interaction with and to government									
1. Establish partnerships with broadband service providers and wireless providers to ensure universal access across the Commonwealth	Existing	Agencies, Institutions, Localities					✓	✓	
2. Create pilot programs for on-line service delivery to serve as model deployments	Existing	Agencies, Institutions, Localities					✓	✓	
3. Transform the Commonwealth's IT infrastructure to modernize, standardize and reduce long-term costs	Existing	Agencies	✓	✓	✓	✓	✓	✓	
4. Establish in Virginia an accessibility compliance center of excellence, for greater public usability and wider public inclusion	Existing	Agencies	✓	✓		✓	✓		✓

- The area of ITIB governance that will permit implementation oversight is identified for each initiative

Actions Requested

➢ *Approval of the Commonwealth Strategic Plan for Information Technology*

➢ *Address the implementation program at the July meeting*